



Business Operations and Analysis Manager

ABOUT US

TruCentive is changing the way organizations deliver rewards and incentives. One of the most exciting segments in the fintech space, incentives automation allows organizations to motivate and delight employees, prospects, and customers with instant recognition and zero waste. We are re-wiring the \$90 billion annually incentives industry with an all-encompassing platform to digitally curate, deliver, and monitor in real-time the delivery of a broad spectrum of incentives. We are looking for energetic people who share our passion for providing unlimited solutions for reward and incentive program providers and have a strong desire to contribute to our growth and healthy financial performance. Our team is all remote – even before the pandemic – and we believe initiative and self-motivation will continue to be our... and your... keys to success.

SUMMARY

The Business Operations and Analysis Manager will have deep knowledge of our products, processes, clients, and strategies gained through applying their:

- Strong financial analysis background
- Proactive nature (initiative and self-motivation)
- Business acumen (judgement and strategic thinking)
- Ability and desire to discover insights from deep dives into detail

A strong candidate will quickly develop a wholistic understanding of our business and become instrumental in shaping the future of the overall business.

REPORTS TO: CEO

RESPONSIBILITIES AND EXPECTED IMPACT TO TRUCENTIVE:

- Execute financial processes and operations to ensure accurate and timely recording of client account and license details in the TruCentive platform, reward supplier cash balances, and EOM fee calculations and invoicing to clients; completing monthly or more frequent reconciliations among the various data sources
- Coordinate with both internal and external partner teams to identify and resolve customer processing and financial requests or issues
- Lead efforts, using best practices, to scale internal processes including billing/invoicing, recognition and receipt of client monies, refund processing, unauthorized transaction prevention, managerial reporting and revenue forecasting including:
 - Map, evaluate points of friction in current processes and emerging business needs, improve, standardize, automate, and document these processes
 - Develop deep understanding of key performance drivers
 - Identify and work within the Team to correct gaps in data that will enhance hygiene, integrity, and reliability
 - Conduct Know-Your-Customer reviews
- Build frameworks (models and reports) to analyze and predict reward utilization by program type and other forecasting tools
- Partner with Technology, Sales, Marketing, and other departments on decisions relating to effectively and efficiently managing the cost of operations, acquiring revenue, and improving profitability at the client level
- Prepare and conduct training for internal staff, driving alignment in the use of systems and procedures

- Expect and return a high goal setting, high achieving environment where collaboration, trust, respect, and humor are foundational
- Other duties as assigned

EXPERIENCE AND QUALIFICATIONS

- 5+ years of financial analysis experience in Business Operations, Strategic Finance, Accounting, Auditing, Analytics, or other rigorous roles requiring a blend of analytical and operational skills; well versed in marketing processes, technology, and data analytics.
- Bachelor's degree in Finance, Accounting or Business
- Experience with SaaS software-based, service delivery business models
- Experience establishing and implementing standardized operational processes
- Advanced user of Excel, PowerPoint and Salesforce; a plus will be familiarity with Redash, Xero, and other reporting tools
- Ability to manage multiple, complex priorities and respond to changes effectively within a fast-paced, quickly evolving organization
- Desire to be in a highly visible and impactful role in a rapidly growing start-up
- Candidate must be a committed team player with strong interpersonal, emotional intelligence, problem-solving, oral, and written presentation skills, with demonstrated ability to build strong relationships within the organization